

PinICL Expor

PC0033250

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0033250	CA reconcilliation (itip) within cap	12/11/1999 14:01:15	18/11/1999 14:42:59	Angela Shaw	General/Other/Misc
EDSC	32		Closed		Reconciliation

References

Name	Value
PROVIDER	PINICL
ORIGINATOR	Phelp
REQUEST_KEY	42415116
ORIGREF	E-9911120289
CONSUMER	16953 A1GATE
CONSUMERREF	E-9911120289
PowerHelp	E-9911120289

Products

Product Group	Product Name	Product Version
General/Other/Misc	Reconciliation	

Activities

Date	User	Comment
12/11/1999 14:01:15	Customer Call	CALL PC0033250 opened
12/11/1999 14:01:18	Customer Call	CALL PC0033250:Priority B:CallType L - Target 17/11/99 14:01:15
12/11/1999 14:01:18	Customer Call	12/11/99 11:56 Thuis call relates to e-9911080659 and e-9911100279. Csh
12/11/1999 14:01:18	Customer Call	account reconcilliation (itip) within cap 32 where comparison values was
12/11/1999 14:01:18	Customer Call	made betwen the cash account file and those derived from the transaction
12/11/1999 14:01:18	Customer Call	stream has identified a problem affecting office 004306 on line 0009,
12/11/1999 14:01:19	Customer Call	declared value £40917.16 derived £40907.16 a difference of £10, on line 0059
12/11/1999 14:01:19	Customer Call	the declared value is equal to £4259.55 derived equals £4269.55 difference
12/11/1999 14:01:19	Customer Call	of -£10. This has also occurred in the same week for outlets 218323 on Inne
12/11/1999 14:01:19	Customer Call	0009 declared equals £8357.73, derived is £8332.73 difference of £25.00,
12/11/1999 14:01:19	Customer Call	line 0059 declared equals £171.25, derived £196.25 difference of -£25.
12/11/1999 14:01:19	Customer Call	Please investyigate and explain how this has arisen.
12/11/1999 14:01:19	Customer Call	12/11/99 13:58 uk059303
12/11/1999 14:01:19	Customer Call	Information: Passigning accross as requested.

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EDSC			Closed		Reconciliation

12/11/1999 14:01:20	Customer Call	F} Call details
12/11/1999 14:01:20	Customer Call	Diagnostician name:
12/11/1999 14:01:21	Customer Call	Customer opened date 12/11/1999 11:56:34
12/11/1999 14:29:29	Barbara Longley	The call summary has been changed from:-
12/11/1999 14:29:29	Barbara Longley	This call relates to e-9911080659 and e-991110027
12/11/1999 14:29:29	Barbara Longley	The call summary is now:-
12/11/1999 14:29:29	Barbara Longley	CA reconcilliation (itip) within cap 32
12/11/1999 14:29:29	Barbara Longley	Target Release updated to CSR
12/11/1999 14:29:29	Barbara Longley	Product General/Other/Misc Reconciliation added
12/11/1999 14:29:31	Barbara Longley	The Call record has been transferred to the Team: MgtSupportUnit
12/11/1999 14:29:32	Barbara Longley	Defect cause updated to 99:General - Unknown
12/11/1999 14:29:32	Barbara Longley	Hours spent since call received: 0 hours
12/11/1999 15:00:14	Angela Shaw	F} Response :
12/11/1999 15:00:14	Angela Shaw	ALL THE SPECIFIED INFORMATION IS GIVEN IN THE TEXT ABOVE. PLEASE INVESTIGATE
12/11/1999 15:00:14	Angela Shaw	WHAT HAS CAUSED THIS PROBLEM? OUTLINE HOW IT HAPPENED? PLEASE INCLUDE
12/11/1999 15:00:14	Angela Shaw	TRANSACTION DETAILS ETC FOR RECONCILIATION PURPOSES, RETURN TO MSU WHEN
12/11/1999 15:00:14	Angela Shaw	INVESTIGATED TO CLOSE.
12/11/1999 15:00:14	Angela Shaw	[END OF REFERENCE 13435523]
12/11/1999 15:00:14	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
12/11/1999 15:00:21	Angela Shaw	The response has been flagged to the gateway team for validation
12/11/1999 15:00:22	Angela Shaw	The Call record has been transferred to the Team: EDSC
12/11/1999 15:00:22	Angela Shaw	Hours spent since call received: 0.5 hours
15/11/1999 11:41:10	Angela Shaw	PLEASE NOTE THAT THIS COMES UNDER THE REMIT OF AI376. PLEASE INVESTIGATE
15/11/1999 11:41:10	Angela Shaw	ASAP. THIS MAY NEED TO GO TO STEVE WARWICK/PHIL HEMINGWAY (DEVELOPMENT)
15/11/1999 11:41:10	Angela Shaw	AFTERWARDS FOR FURTHER COMMENT.
15/11/1999 11:41:10	Angela Shaw	

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15/11/1999 11:41:10	Angela Shaw	This is the latest occurrence of this type of misbalance that requires			
15/11/1999 11:41:10	Angela Shaw	investigating also as part of this system call. This occurred under pc33269.			
15/11/1999 11:41:10	Angela Shaw				
15/11/1999 11:41:10	Angela Shaw	12/11/99 15:55 Cash account reconciliation NR01;(ITIP)was in cas account			
15/11/1999 11:41:10	Angela Shaw	week 33 (we 10/11/99), a comparison between values received within the cash			
15/11/1999 11:41:10	Angela Shaw	account files and those derived from th etransaction stream identified the			
15/11/1999 11:41:10	Angela Shaw	following anomaly which affect outlet 10404(FAD 2623064);line 0009 declared			
15/11/1999 11:41:10	Angela Shaw	amount equals £10883.28, derived amount equals 10878.28, a difference of £5.			
15/11/1999 11:41:10	Angela Shaw	Line 0059 declared amount = £103.10, derived amount = £108.10, a difference			
15/11/1999 11:41:10	Angela Shaw	of £-5. A similar incident was raised for Cash account week 32,			
15/11/1999 11:41:10	Angela Shaw	HSHD9911080659 refers. Reasons for the variants are required.			
15/11/1999 14:38:43	Deleted User (Mike Croshaw Sep/00)	F} Response :			
15/11/1999 14:38:45	Deleted User (Mike Croshaw Sep/00)	PRESCAN:			
15/11/1999 14:38:45	Deleted User (Mike Croshaw Sep/00)	This is an acceptance issue - please deal with appropriately.			
15/11/1999 14:38:45	Deleted User (Mike Croshaw Sep/00)	[END OF REFERENCE 13468259]			
15/11/1999 14:38:47	Deleted User (Mike Croshaw Sep/00)	Responded to call type L as Category 40 -Incident Under Investigation			
15/11/1999 14:38:51	Deleted User (Mike Croshaw Sep/00)	The response was delivered to: PowerHelp			
15/11/1999 14:38:52	Deleted User (Mike Croshaw Sep/00)	The Call record has been assigned to the Team Member: Richard Coleman			
15/11/1999 14:38:53	Deleted User (Mike Croshaw Sep/00)	Defect cause updated to 41:General - in Procedure			
15/11/1999 14:38:53	Deleted User (Mike Croshaw Sep/00)	Hours spent since call received: 0 hours			

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15/11/1999 16:29:33	Richard Coleman	New evidence added - Messagestore for FAD 218323
15/11/1999 16:29:33	Richard Coleman	New evidence added - Messagestore for FAD 262306
15/11/1999 16:29:33	Richard Coleman	New evidence added - Messagestore for FAD 004306
15/11/1999 16:30:10	Richard Coleman	Evidence for the FADs added, passing to development for investigation.
15/11/1999 16:30:14	Richard Coleman	The Call record has been transferred to the Team: QFP
15/11/1999 16:30:16	Richard Coleman	Hours spent since call received: 0 hours
15/11/1999 17:06:09	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick
15/11/1999 17:06:09	Lionel Higman	Hours spent since call received: 0 hours
16/11/1999 13:10:13	Steve Warwick	F} Response :
16/11/1999 13:10:13	Steve Warwick	In the case of FAD Code 218323, there are two product totals reported to line
16/11/1999 13:10:13	Steve Warwick	0059 of the Cash Account which total £25.00 (Product 563 - £12.00, Product
16/11/1999 13:10:13	Steve Warwick	1237 - £13.00). These are being correctly reported as far as the Cash
16/11/1999 13:10:13	Steve Warwick	Account Mapping data in the message store is concerned but TIP may have a
16/11/1999 13:10:13	Steve Warwick	different view of the line to which these transactions map. A call has been
16/11/1999 13:10:13	Steve Warwick	placed with Dave Salt (TIP) to discuss this issue and determine whether this
16/11/1999 13:10:13	Steve Warwick	is the case. Awaiting a return call.
16/11/1999 13:10:13	Steve Warwick	[END OF REFERENCE 13486389]
16/11/1999 13:10:14	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
16/11/1999 13:10:15	Steve Warwick	The response has been flagged to the gateway team for validation
16/11/1999 16:05:40	Steve Warwick	Target Release updated to NFR - No Fix Req'd
16/11/1999 16:05:43	Steve Warwick	F} Response :
16/11/1999 16:05:44	Steve Warwick	Investigation of the issue at these two offices indicates that the problem
16/11/1999 16:05:44	Steve Warwick	lies with transactions recorded at each office against product 2289 in
16/11/1999 16:05:44	Steve Warwick	Recovery Mode. The Pathway system has (correctly) mapped these transactions
16/11/1999 16:05:44	Steve Warwick	to the AP line (0009) of the Cash Account but TIP have assumed that these
16/11/1999 16:05:44	Steve Warwick	transactions should map to the Local Products line (0059). This has been

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16/11/1999 16:05:44	Steve Warwick	discussed and confirmed with Dave Salt of POCL TIP Project.
16/11/1999 16:05:44	Steve Warwick	[END OF REFERENCE 13491182]
16/11/1999 16:05:44	Steve Warwick	Responded to call type L as Category 62 -No fault in product
16/11/1999 16:05:44	Steve Warwick	Hours spent since call received: 1 hours
16/11/1999 16:05:44	Steve Warwick	Defect cause updated to 42:Gen - Outside Pathway Control
16/11/1999 16:05:45	Steve Warwick	The Call record has been transferred to the Team: EDSC
16/11/1999 16:05:45	Steve Warwick	The response has been routed to the gateway team for validation
16/11/1999 16:40:53	Barbara Longley	The Call record has been assigned to the Team Member: Richard Coleman
16/11/1999 16:40:54	Barbara Longley	Hours spent since call received: 0 hours
17/11/1999 09:18:14	Richard Coleman	The Call record has been transferred to the Team: MgtSupportUnit
17/11/1999 09:18:16	Richard Coleman	Hours spent since call received: 0 hours
18/11/1999 12:15:44	Angela Shaw	F} Response :
18/11/1999 12:15:45	Angela Shaw	this call can now be closed on the basis of the above, RED updated.
18/11/1999 12:15:45	Angela Shaw	[END OF REFERENCE 13542333]
18/11/1999 12:15:46	Angela Shaw	Responded to call type L as Category 40 -Incident Under Investigation
18/11/1999 12:15:48	Angela Shaw	The response has been flagged to the gateway team for validation
18/11/1999 12:15:49	Angela Shaw	The Call record has been transferred to the Team: EDSC
18/11/1999 12:15:50	Angela Shaw	Hours spent since call received: 0.5 hours
18/11/1999 14:31:21	Barbara Longley	The Call record has been assigned to the Team Member: Richard Coleman
18/11/1999 14:31:22	Barbara Longley	Hours spent since call received: 0 hours
18/11/1999 14:39:00	Richard Coleman	F} Response :
18/11/1999 14:39:00	Richard Coleman	Call raiser has agreed closure.
18/11/1999 14:39:00	Richard Coleman	Investigation of the issue at these two offices indicates that the problem
18/11/1999 14:39:00	Richard Coleman	lies with transactions recorded at each office against product 2289 in
18/11/1999 14:39:00	Richard Coleman	Recovery Mode. The Pathway system has (correctly) mapped these transactions
18/11/1999 14:39:00	Richard Coleman	to the AP line (0009) of the Cash Account but TIP have assumed that these

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18/11/1999 14:39:00	Richard Coleman	transactions should map to the Local Products line (0059). This has been
18/11/1999 14:39:00	Richard Coleman	discussed and confirmed with Dave Salt of POCL TIP Project.
18/11/1999 14:39:00	Richard Coleman	[END OF REFERENCE 13550193]
18/11/1999 14:39:00	Richard Coleman	Responded to call type L as Category 62 -No fault in product
18/11/1999 14:39:01	Richard Coleman	Hours spent since call received: 0 hours
18/11/1999 14:39:03	Richard Coleman	CALL PC0033250 closed: Category 62, Type L
18/11/1999 14:39:04	Richard Coleman	The response was delivered to: PowerHelp
18/11/1999 14:42:59	Customer Call	Date and time complete: 18/11/1999 14:40:34
18/11/1999 14:42:59	Customer Call	Service Complete (Confirmation) Received